

COMPTON COMMUNITY COLLEGE DISTRICT



COMPLIANCE INVESTIGATOR & ADA COMPLIANCE COORDINATOR

RANGE 32
FLSA: EXEMPT

POSITION DESCRIPTION:

Under general direction of the Director of Diversity, Compliance, and Title IX, investigates, analyzes, reports, and resolves complaints, grievances, and appeals in areas including, but not limited to, accessibility for individuals with disabilities, equal employment opportunity, sexual harassment, gender equity, and civil rights.

Develops, implements, reviews, and evaluates policies, procedures, and standards for the effective administration of a comprehensive District compliance program facilitating accessibility for individuals with disabilities across all relevant areas and ensuring that persons with disabilities have comparable access to and use of electronic information technology. Coordinates and monitors compliance activities.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Director of Diversity, Compliance, and Title IX. Exercises no direct supervision over staff.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Receives, investigates, and responds to inquiries and complaints from staff and students, including, but not limited to, complaints of alleged violations of civil rights, discrimination, gender equity, sexual harassment, accessibility for individuals with disabilities and other related policies at locations throughout the District; prepares reports and issues communications detailing findings, conclusions, and recommendations.
- Advises administrators, faculty, staff, students, applicants, and the public of their rights, privileges, and of procedures for filing complaints, grievances, and appeals.
- Confers with concerned parties in an effort to resolve relevant concerns and complaints at the earliest possible point in the process.
- Assists in the development of procedures, practices, and systems to promote diversity, equity, and inclusion.
- Collects, compiles, analyzes, interprets, and presents information and statistical data related to assigned responsibilities.
- Assists in the development and implementation of training and development activities for administrators, faculty, staff, and students to increase awareness and sensitivity to diversity, equity, and inclusion, and related matters.
- Plans, coordinates, and monitors ADA compliance activities of the District.
- Develops, implements, and periodically assess and review District-wide policies, procedures, services, and practices related to ADA and accessibility compliance obligations of the District in areas such as public services, educational/instructional services, student support services, facilities design and alteration, information and technologies, transportation, and employment.

- Recommends appropriate proactive or corrective actions to address disability and access compliance issues; monitors the progress toward established goals and objectives on a district-wide basis.
- Develops, publishes, and maintains effective and accessible grievance procedures that provide for prompt and equitable resolution of all disability related and civil rights complaints.
- Maintains a case management system of student and employee requests for accommodations, provides guidance to District staff on how to address these requests, and tracks disposition of requests.
- Participates in the review of building designs and alterations as they relate to ADA and accessibility compliance obligations and makes recommendations.
- Stays abreast of legislative changes affecting ADA and other related accessibility compliance regulations, analyzes the effects, and makes sound recommendations.
- Designs and implements outreach and educational programs to increase knowledge and understanding of ADA policy, issues and compliance responsibilities among ADA compliance support representatives, administrators, faculty, staff, students, contractors, vendors and community members.
- Prepares a variety of descriptive and evaluative reports, correspondence, and makes presentations related to compliance issues.
- Effectively utilizes the capabilities and functions of standard office software applications such as data management, spreadsheet, presentation, and word processing in completing assigned projects.
- Attends and participates in committees to provide subject matter advice and guidance related to assigned responsibilities.
- Review Voluntary Product Accessibility Templates (VPATS) and other accessibility documentation for Canvas Learning Tools Interoperability (LTI), Electronic Publisher Content, and other software requests (to Distance Education Advisory Committee and other departments).
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Federal, state, and local laws, regulations, and guidelines related to civil rights enforcement, including but not limited to equal employment opportunity, sexual harassment, gender equity, and the Americans with Disabilities Act and Section 504 and 508 of the Rehabilitation Act
- Employment policies, procedures, and practices of the District
- District Board Rules and administrative policies related to equal employment opportunity, sexual harassment, discrimination, gender equity, and accessibility for individuals with disabilities
- Collective bargaining agreements of the District
- Fact finding and investigative methods and procedures
- Principles and techniques of counseling, guidance, and conflict resolution
- Principles of and techniques used to promote human and inter-group relations
- Research, analytical, and statistical methods used in assigned area
- Organization and management of records
- Capabilities of computer systems, software, and hardware

Ability to:

- Perform complex professional work related to areas such as equal employment opportunity, discrimination, gender equity, sexual harassment, accessibility for individuals with disabilities, and other related matters
- Work effectively and tactfully with individuals with differing needs, goals, and priorities
- Maintain effective working relationships with District administrators, staff, employee representatives, students, and regulatory agency representatives
- Analyze training needs and recommends appropriate training activities pertinent to assigned area
- Interpret and apply applicable laws, regulations, policies, and precedents pertinent to assigned area
- Develop innovative, workable solutions to complex and sensitive problems
- Work independently on complex assignments.

- Prepare effective and comprehensive oral and written communications, reports, and presentations.
- Effectively utilize computer equipment, software, and hardware in the performance of duties.
- Travel to various locations to conduct investigations and training as needed.
- Learn specialized computer applications and understand assistive technology applications.
- Plan, coordinate, implement, and monitor ADA, 504, and 508 compliance activities.
- Analyze and evaluate effectiveness of policies and standards involving an ADA compliance program.
- Compile data and analyze situations; identify problems and risks, and recommend innovative, workable solutions to complex and sensitive problems; translate findings into clear, concise reports and recommendations; meet important deadlines.
- Facilitate the resolutions of employee grievances and public complaints.
- Design and manage effective control, information, and documentation systems
- Anticipate conditions, plan ahead, establish priorities, and meet deadlines
- Maintain a high level of confidentiality
- Effectively communicate complex information, verbally and in writing
- Adapt to changing situations
- Work effectively under pressure

Education and Experience:

Bachelor's degree in public administration, human resource management, law, business administration, educational administration, or a related field AND three years of recent, full-time, paid, professional-level experience in investigating and processing complaints, appeals, and grievances related to equal employment opportunity, affirmative action, Title IX or other civil rights compliance, or related areas. Qualifying experience with an educational institution is desirable.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.